

111 2014

NHS 111 Statistics – June 2014

The latest data for June 2014 comprises all 45 NHS 111 service sites.

- a) In June, there were 983,785 calls offered to the NHS 111 service. Scaled up, this would represent 12 million calls per year and 33 thousand per day across England to the NHS 111 service. May 2014 had 1,112,633, or 36 thousand per day.
- b) 932,176 (95%) calls were from people directly dialing 111 in June 2014, the same proportion as in March, April and May 2014; 51,609 calls came through other numbers.
- c) Of all calls offered In June 2014, 1.0% of calls were abandoned after waiting longer than 30 seconds without being answered, a little less than 1.2% in the previous month. The target of less than 5% calls abandoned has been met or exceeded in every month from April 2013 onwards.
- d) Of all calls answered June 2014, 94.5% were answered within 60 seconds, which means that the target of 95% was not met. It was met in January and February (97.7% and 95.4%) but not in March, April or May 2014 (94.3%, 93.3% and 93.1%).
- e) Of all calls answered in June 2014, 85% received triage, the same as each of the previous seven months. Calls not triaged include when callers are referred on to another service, or given health information and do not need to be triaged, or when callers abandon the call before triage could start.
- f) The 85% of calls receiving triage in June 2014 comprised 9% where ambulances were dispatched, recommendations to contact primary care (52%), A&E (7%) or another service (3%), and 13% where no other service was recommended.
- g) Of all calls answered, 9% were offered a call back in June 2014, the same as each of the previous four months. Of those offered a call back, 51% were called back within 10 minutes, better than the average of 49% for the previous twelve months, although not as high as the January 2014 peak of 57%.
- h) The mean average episode length of a call was 15 minutes and 5 seconds in June 2014, similar to 14 minutes 59 seconds in May 2014 and 14 minutes 55 seconds in April.

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Statistical Note

Download NHS 111 Statistical Note for June 2014 (DOC, 764KB)

Excel Data

Download MDS June 2014 National (XLS, 5186KB)

Download MDS June 2014 North (XLS, 557KB)

Download MDS June 2014 South (XLS, 756KB)

Download MDS June 2014 London (XLS, 732KB)

Download MDS June 2014 Midlands & East of England (XLS, 971KB)

CSV Data

Download MDS Monthly Extraction June 2014 (CSV, 13KB)

Download MDS Full Extraction till June 2014 (CSV, 197KB)

Publication Timetables

Download 2013-14 NHS 111 MDS Publication Timetable (DOCX, 16KB)

Download 2014-15 NHS 111 MDS Publication Timetable (DOCX, 16KB)

Guidance

Download NHS 111 MDS Guidance V0.9 (DOC, 940KB)

Pre-release Access List

This document lists people who have access to the statistics in the 24 hours before publication:

Download NHS 111 Pre-Release Access List 8th August 2014 (DOCX, 19KB)

Google PDE Application

You can also access the NHS111 dataset from the Google PDE link below, this graphically represents the call level data from all 111 sites.

http://www.google.com/publicdata/explore?ds=lju6n4rotpmqg_

Contact Us

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